

logical training

IMPROVING LIVES. IMPROVING BUSINESS



Team Leading

■ LEVEL 3



WELCOME

With over 30 years of experience, our team are passionate about delivering inspirational apprenticeships, which support high performance and develop capabilities.

Our trainers are sector specific, combining many years of occupational experience at the highest level with exceptional, motivational teaching skills.

Our portfolio of apprenticeships is specially designed to drive performance, improve productivity and meet the ever changing development needs of a modern workforce.

Our programmes are flexibly delivered around the demands of your organisation through our suite of tutor-support, rich-media and online training methods.

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Programme Name

Team Leader Supervisor

Overview

Our Team Leader Apprenticeships are designed to prepare your leaders with the full range of skills and techniques they need to manage people, develop relationships and deliver results.

Your staff will learn how to lead people and projects effectively, they will also gain a strong awareness of their own strengths - and we work closely with each individual to specifically target any areas of weakness.

Upon completion, Team Leaders will understand a wide range of skills and strategies as well as how they can best apply their new expertise to contribute to your business development and growth.

Designed For

Those in a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals.

Working in any sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Roles include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, Shift Manager.



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PROGRAMME REQUIREMENTS

The programme lasts a minimum of 12 months. Entry requirements for this apprenticeship will be decided by each employer, but is typically 5 GCSEs at Grade C or higher.

FEATURES AND BENEFITS

- Highly interactive
- Leadership theories and models
- Activities and role plays
- Practical application
- Experiential learning
- Full guidance and support
- Fully integrated delivery
- Embedded learning
- e-Portfolio

EXAMPLE DELIVERY MODEL



PROGRAMME UNITS

The Apprenticeship consists of a number of units within 3 categories: Knowledge, Skills and Behaviours.

The following pages set out the units within each of the categories.

Knowledge Units

INTERPERSONAL EXCELLENCE: MANAGING PEOPLE AND DEVELOPING RELATIONSHIPS

Leading People	Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.
Managing People	Understand people and team management models, including team dynamics and motivation techniques. Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.
Building Relationships	Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross team working to support delivery of organisational objectives.
Communication	Understand different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.

ORGANISATIONAL PERFORMANCE: DELIVERING RESULTS

Operational Management	Understand how organisational strategy is developed. Know how to implement operational/team plans and manage resources and approaches to managing change within the team. Understand data management, and the use of different technologies in business.
Project Management	Understand the project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools.
Finance	Understand organisational governance and compliance, and how to deliver Value for Money. Know how to monitor budgets to ensure efficiencies and that costs do not overrun.

PERSONAL EFFECTIVENESS: MANAGING SELF

Awareness of Self	Know how to be self-aware and understand unconscious bias and inclusivity. Understand learning styles, feedback mechanisms and how to use emotional intelligence.
Management of Self	Understand time management techniques and tools, and how to prioritise activities and approaches to planning.
Decision Making	Understand problem solving and decision making techniques, and how to analyse data to support decision making.

Skills Units

INTERPERSONAL EXCELLENCE: MANAGING PEOPLE AND DEVELOPING RELATIONSHIPS

Leading People	Able to communicate organisation strategy and team purpose, and adapt style to suit the audience. Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively.
Managing People	Able to build a high-performing team by supporting and developing individuals, and motivating them to achieve. Able to set operational and personal goals and objectives and monitor progress, providing clear guidance and feedback.
Building Relationships	Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts. Able to input to discussions and provide feedback (to team and more widely), and identify and share good practice across teams. Building relationships with customers and managing these effectively.
Communication	Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management. Use of active listening and provision of constructive feedback.

ORGANISATIONAL PERFORMANCE: DELIVERING RESULTS

Operational Management	Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes.
Project Management	Able to adapt to change, identifying challenges and solutions. Ability to organise, prioritise and allocate work, and effectively use resources. Able to collate and analyse data, and create reports. Able to organise, manage resources and risk, and monitor progress to deliver against the project plan. Ability to use relevant project management tools, and take corrective action to ensure successful project delivery.
Finance	Applying organisational governance and compliance requirements to ensure effective budget controls.

PERSONAL EFFECTIVENESS: MANAGING SELF

Awareness of Self	Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.
Management of Self	Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.
Decision Making	Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.

Behaviours

BEHAVIOURS: DEVELOPED AND EXHIBITED IN THE WORKPLACE

Takes Responsibility	Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.
Inclusive	Open, approachable, authentic, and able to build trust with others. Seeks views of others.
Agile	Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responds well to feedback and need for change.
Professionalism	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values

Progression

On completion, apprentices may choose to register as an Associate member with the Chartered Management Institute and/or the Institute of Leadership & Management, to support their professional career development and progression.

On completion, learners may progress to the Level 5 Operations or Departmental Manger apprenticeship.

Independent End Point Assessment

The independent end point assessment ensures that all apprentices consistently achieve the industry set progression standard that has been defined by employers. It can commence at any point once the apprentice is competent after the 12 month minimum period of learning and development.

The End Point Assessment will only commence once the employer, apprentice and the Tutor are confident that the apprentice has developed all the Knowledge, Skills and Behaviours defined in the apprenticeship standard.

Assessment Process

Assessment Method 1: Presentation with Q&A

Apprentices will prepare and deliver a presentation (followed by questions and answers) based on topic(s) covered within the apprenticeship.

The presentation and questions will last 50 minutes (a 10% tolerance at discretion of assessor.) Typically the presentation will last 20 minutes and the Q&A's 30 minutes

The presentation will be based on one of the following topics:

- Reviewing ways to reduce cost and increase efficiency in a business environment
- Implementing a performance management process within a team or business
- Supporting their team through a period of change within their organisation
- Managing a difficult situation within their team

Assessment Method 2: Professional Discussion Underpinned by a Portfolio of Evidence.

This assessment will take the form of a professional discussion which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the Knowledge, Skills and Behaviours assigned to this assessment method.

The apprentice may use their portfolio to support their responses.

The discussion will last 60 minutes and be a two-way dialogue between the apprentice and the assessor.



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